

ARIZONA JUDICIAL BRANCH STAFF EDUCATION AND TRAINING NEEDS - GENERAL COMPETENCIES (SKILLS, KNOWLEDGE AND ATTITUDES)

Category	Core Competencies	Category Competency 1	Category Competency 2	Category Competency 3	Category Competency 4	Category Competency 5
Administrators (directors, supervisors, etc.)	- Purposes & Responsibilities of Courts - Diversity, Fairness and Access - Ethics - Computer & Network Security	Leadership – day-to-day operations; individual staff goals; work group/team goals	Financial and Budget – making best use of finite funds	Gaining and sustaining Public Trust and Confidence and understanding it is important	Implementing Technology; Managing Technology Projects	Collaborating with other entities – reduce “silo” mentality
Judges Staff		Job Skills	Rules of Procedure	Computer Skills (applications)	Emergency Preparedness	Customer Service
Clerk of the Court Clerks		Policies & Procedures	OP Management – time management; efficiency; availability	Professional Development – financial; finance apply fees	Judicial Canons ; Diversity; Active Listening; Title 6	Customer Service
Court ITD/MIS		Contact IT info – info to contact AOC, IT depts., & other county IT depts., participate in TAC	Network & PC Security Training – address local and statewide issues	Certification Requirements – On Base certification & other certification requirements (TS & Server Certs)	New Employee Orientation – what are my tasks; software; hardware, communication with users	Emergency Plan – in case of a crash (PCs, network, servers)
Court Security		Safety – Defensive Tactics, gear, de-escalation techniques, dealing with individuals (mental health)	Emergency Preparedness – workplace violence, situations & scenarios, terrorism	Legal Boundaries – what can and cannot do with the public, judges, employees, etc.	Public Relations – Customer service, knowledge of what’s provided and the players	Well-being – meditation, vicarious trauma, personal health, dealing w/ second hand trauma
Treatment Staff		Knowledge of organization’s goals and different assessment tools	Communication Skills; report to the court, attorneys & victims	Knowledge of HIPPA requirements	Licensing requirement; maintain and meet	Mandated requirements for specific offenders: DV, DUI, MH And Community Agencies
Training Coordinators & Field Trainers		Understanding Training Coordinators’ Roles/Responsibilities	Understanding the basics and theory of adult learning	Understanding various needs and COJET requirements for different positions within the organization	Identifying and recruiting faculty – continuously updating subject matter experts	Finding and recruiting low cost or no cost training (dealing with budget constraints)
Support Staff		Caseflow Management & Court Processes	Business writing; grammar; spelling	Customer Service; Implicit Bias; Dealing with difficult people	Professionalism; time management; managing priorities and expectations	CMS & Computer Skills
Probation		Effective Communication	Officer Safety	Conflict Management	Leadership Development	Secondary Trauma Strategies
HR/Finance/Other		Soft skills: Accountability; Fiscal management; Collaboration; Team work	Adaptability; Conflict Management; Communications	Hard skills: Microsoft Office; Workmen’s Compensation; FMLA; ADA; Time cards;	Judicial Code of Conduct; Sexual Harassment; Training for employees; Hiring process	Recruiting; hiring; types of leave; employee transfers
Front Desk		Customer Service; active listening; telephone and communication skills	Understanding policies & procedures; MAS standards	Information vs. Advise	Diversity sensitivity; patience; empathy	Ethical, professional behavior; Code of Conduct

Other Competencies that may benefit one or more job categories:

- Financial Systems and Accountability (MAS),